

भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड RAILWAY BOARD)

No.2005/C&IS/UTS/Policy/Vol.II

New Delhi, dated 12-07-2012

The General Managers,
All Zonal Railways.

The Managing Director,
CRIS, New Delhi.

Subject: Policy for data retention (back-up) and
synchronisation in UTS.

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1. **Data Retention:** The retention of data is essential for investigative purposes and monitoring of the system, therefore, Railway Board has decided on the data retention/backup policy for UTS to be as stated below:

- a) Retention of transaction data in the on-line server would be for 45 (forty-five) days.
- b) Retention of data in the reporting database would be for 65 (sixty-five) days. The 65-day (sixty-five) period includes the current month (thirty days), previous month (thirty days) and 5 (five) additional days to cater to any erroneous report generation, which could be regenerated subsequently, if required.
- c) After expiry of the 45-day (forty-five) and 65-day (sixty-five) period for data retention, respectively, in the on-line server and in the reporting database, the data is to be retained in the archives of the zonal railways for a period of five years. Zonal railways should invariably ask CRIS for taking backups and for maintenance of this archival data. However, the zonal railway will be responsible for safe-keeping of the back-up media (tapes/external drives/CD/DVDs etc.) The system should facilitate easy retrieval of archival data for the purpose of verification/scrutiny etc.
- d) All daily and periodic reports are to be retained (online) for 2 (two) subsequent months. All monthly reports are to be retained (online) for the financial year.

2. **Data Synchronisation:** A Thin-Client/ATVM can continue ticketing without synchronizing its data with the UTS server in case of temporary non-availability of network connectivity and has been provisioned in order to provide uninterrupted ticketing inspite of failure of network connectivity. However the data regarding the tickets disbursed during such 'disconnected period' has to be synchronised with the server on restoration of the network connectivity for correct accountal of tickets sold and the consequent earnings as stipulated below:

- a) In case a Thin-Client/ATVM has not synchronised its data with the server on the previous day, an automatic warning (in the form of an exception report) is to be generated for the owning railway so that the non-synchronisation is monitored everyday and the station is not required to revert to manual ticketing due to link failure/power breakdown.
- b) In case a Thin-Client/ATVM has not synchronised its data for 7 (seven) days continuously, a warning is to be issued to the zonal railway on the seventh day, in the form of an exception report, stating that the Thin-Client/ATVM would be

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disabled at the end of the 15th day of non-synchronisation. At the end of this non-synchronised period, the Client ATVM would be disabled for ticketing and would be enabled again restored only on specific request of zonal railway to CRIS, for the same.

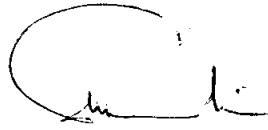
- c) In case of hardware failure of thin client, during such period of disconnectivity, it will be the responsibility of CRIS to extract, the data of tickets issued during the disconnected period.
- d) The data of tickets issued during disconnected period are to be synchronised and to be accounted in the month during which the ticket was sold.
- e) Accounting reports for the month shall be generated when such data has been synchronised entirely for the month.

3. Zonal railways are advised to follow and circulate these instructions to all concerned for ensuring uninterrupted service availability of Unreserved Ticketing System. CRIS is advised to develop a 'Manual' and a 'Training Module' for the above purpose, and make the same available to the concerned personnel of CRIS and the Zonal Railways.

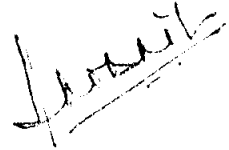
4. Receipt of this letter may please be acknowledged.



(Dr. Monica Agnihotri)
Director, Passenger Marketing



(S.N. Matur)
Director Finance(CCA)



(Shobhit Bhatnagar)
Director (C&IS)

Copy to:

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